



*Decillion Healthcare is an independently held healthcare company dedicated to being a customer focused and innovative partner. Decillion provides medication management and clinical services in a caring supportive environment, keeping patients healthier longer . . . one patient at a time. With over 100 years of combined experience, Decillion currently provides pharmacy management and clinical services to patients with chronic disorders, such as Hepatitis, HIV, Multiple Sclerosis, Oncology, Psoriasis, Rheumatoid Arthritis, Crohn's Disease, Growth Hormone, Hemophilia and other blood disorders, and numerous additional chronic conditions.*

## **Decillion's core chronic pharmacy services include:**

### **Intake Management**

- One Point of Contact dispensing medications, benefits investigation, in-house billing and coordination of nursing/home health services
- Customized referral forms
- Dedicated toll free number
- Troubleshoot all patient, prescriber, insurance, and drug coordination issues
- Incoming fax referrals are integrated real time into our workflow platform on our operating system
- Confirm receipt of referral to prescriber customized to office preference

### **Benefit's Investigation**

- Contracted with all major insurance plans
- Electronically adjudicate a test claim under pharmacy, medical, and/or other insurance
- Prior Authorization processing
- Appeals Management and claims issues processes
- Step Therapy Protocol or other reimbursement issue processing
- Funding Assistance (Co pay support, Financial assistance programs, Charitable Organizations)
- Collaborate with Manufacturer Sponsored Patient Assistance Programs

### **Fulfillment**

- Decillion's pharmacy management system captures notes and valuable data pertaining to patient, prescriber, utilization and disease management
- Shipped Medications are tracked and recorded
- Medication is shipped directly to patient's home, 1-4 hr. same day delivery coverage within Ohio
- A Patient Care Advocate (PCA) personally contacts patients monthly for refills

### **Drug Therapy Management**

- Clinician proactively educates patient about adverse reactions
- Clinician offers enrollment into disease management program, when available, to increase adherence and tolerance of medication
- Live pharmacists and nurses available to answer patient questions
- Programs focused on reducing hospital readmissions, ER visits that are tied to hospital DRG's

### **Quality Management**

- High patient satisfaction rates
- Customer grievance management
- Satisfaction surveys
- Joint Commission Accreditation
- Better Business Bureau Accreditation
- Key Performance Metric Management (Service Metrics)